

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

06-0104

ORIGINAL

Regarding a complaint by (Person making the complaint):

Hoi T. Huynh

Against (Utility name):

Gas Light & Coke Company
People's Energy

As to (Reason for complaint):

Wrongly and illegally billed

in Chicago Illinois.

ILLINOIS
COMMERCE COMMISSION
2008 FEB -2 P 12:54
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

2636 N. Drake, Chicago, IL 60647-1210

The service address that I am complaining about is

2642 N. Drake, Chicago, IL 60647-1210

My home telephone is

(773) 772-3180

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 772-3180, I am currently un-employed.

(Full name of utility company)

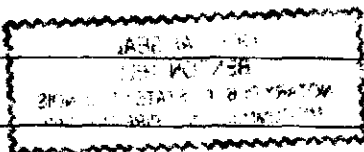
People's Gas Light & Coke Company

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Fraud



Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Please see attached.

Please clearly state what you want the Commission to do in this case:

My money to be refunded (I request \$5,000)

Date: *January 30, 2006*
(Month, day, year)

Complainant's Signature *[Signature]*

If an attorney will represent you, please give the attorney's name, address, and telephone number.

NA

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

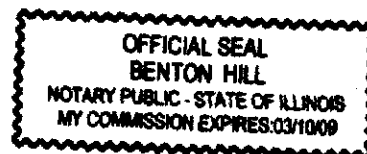
A notary public must witness the completion of this part of the form.

I, *Hoi T. Hrynch*, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) *[Signature]*

Subscribed and sworn/affirmed to before me on (month, day, year) *11/30/06*

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

complaint

1. I own two houses in Logan Square, Jefferson Township. The first one is 2636 N. Drake where my family and I lived in the 80's. (Chicago, IL 60647-1210)

2. In 1990, I purchased my second house, we moved and lived at 2642 N. Drake which is located on the same block two houses down. I rented 2636 until 1997 when I closed it down because of a lawsuit due to a "slip and fall" of the ice from the gutter at the gangway and I finally settled out of court for \$40,000 in 1998.

3. The People's Gas, the company's name at the time, continued to create imaginary bills at 2636 while no one lived there. I called People's Gas and came to its office in downtown, 400 S. State Street, many times to complain about the problem. I was intimidated by its staff and sent away. One day at work, I had to take my lunchtime to call People's Gas and was transferred to "Mrs. Buckner" who scheduled me to be at 2636 so she could send someone there to investigate.

4. I took a day off from work (? 22, 1998) for the People's Gas' investigator (Mr. Sch?) to be inside the house where he verified that 2636 was in an un-inhabited condition with the hot water radiators busted. Then 3 meters were taken out. The investigator thanked me for taking the time to straighten up the problem and apologized for the mistakes and wrong bills that People's Gas created.

5. However, a couple of months later, People's Gas illegally (and immorally) transferred the wrong bills to 2642 N. Drake and then turned off its gas service where my family lived. I had to give People's Gas about \$2,000 in cash for deposit to reconnect the service. Mrs. Buckner said "because you are the same owner of 2636," before she retired.

6. In early 2002, the friction I have had with my employer at work became very intense in which I could not compromise my dignity and integrity as a teacher. I decided to quit and had considered selling one of my houses. I called People's Energy and requested gas service at 2636 and moved back to this location and continued to fix the house so that I could put it on the market. I did not have the income from work anymore and could not afford to keep heat in both houses, the water pipe were busted at this time, and People's Energy again fraudulently billed me its estimate charges at 2642 and again collected couple of thousand more dollars for the gas which I had never used.

7. In the end of summer 2004, People's Energy sent its staff to my house to remove evidence by replacing the new meter. I requested the person to ask the company to refund me the money before he changed the new remote reading meter. However, Mr. 164 did not even want to tell me his name but came inside my house, 2642 N. Drake, without my permission and changed the meter. I called the police for a report but their response was the meter belongs to People's Energy and [Mr. 164] who works for the company can do whatever he wants to do with their meters.. There is nothing to report.

8. Thereafter, I again came to People's Energy office, 400 S. State Street, many times requested to see the manager of this branch. However, Mr. Christmas did not see any reasons why he should takes his time to see me but a "representative" humiliated me and asked the security to remove me form the office!



1/30/06

Benton Hill

Attachment